

- PRODUCT(S):** **SFP:** PIXMA iP3000/iP4000/iP5000/iP6000D/iP8500
 MFP: PIXMA MP750/MP760/MP780
- AFFECTED:** All Units
- DESCRIPTION:** ##359 (for MFP) / 13 Alternating Blinks (for SFP) Paper Feed Position Error
- SOLUTION(S):** Realign the Lift Cam Shaft Assembly

Sudden movement or impact (i.e. from shipping) may cause the Lift Cam Shaft Assembly to shift. When this occurs, the Cam Shaft slides inside the bracket to the right, which prevents the Cam Shaft from rotating properly. This will cause a ##359 (for MFP) / 13 Alternating Blinks (for SFP) Paper Feed Position Error.

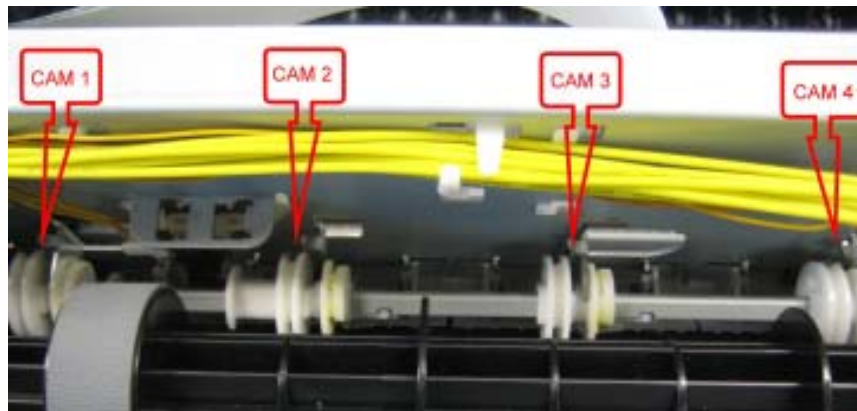
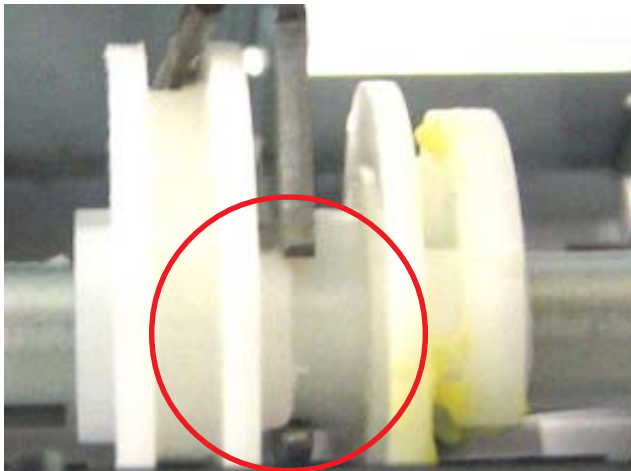


FIGURE 1 : LIFT CAM SHAFT ASSEMBLY

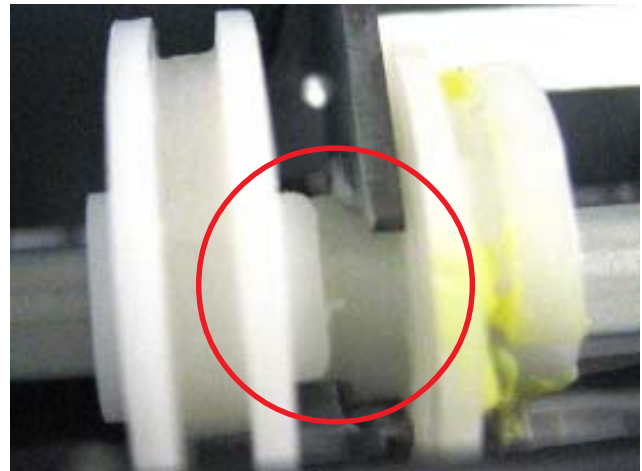
PROCEDURES

Step 1: Inspect the Unit

- Turn the machine off and remove the power cord.
- MFP:** Remove external covers, Scanner Unit & Middle Frame.
SFP: Remove external covers & Main Case Unit.
- Check all connections on the Logic Board.
- Check the Lift Cam Shaft Assembly position & the position of Cam 3 (see Figure 1 above).



INCORRECT POSITION FOR THE LIFT CAM SHAFT ASS'Y



CORRECT POSITION FOR THE LIFT CAM SHAFT ASS'Y

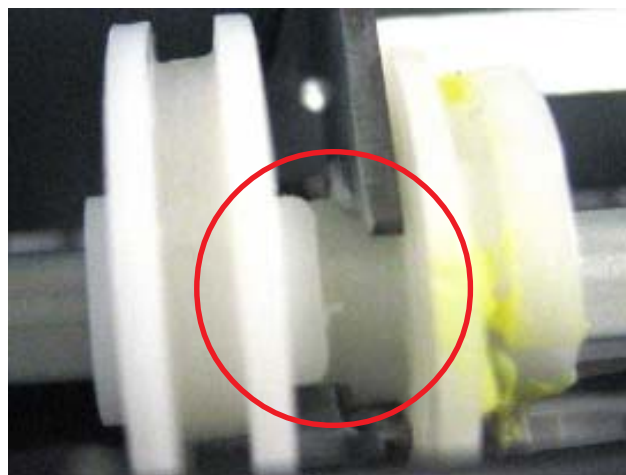
Step 2: Release the springs (4 total - Item #1 as shown below) that lock the Lift Cam Shaft Assembly. Temporarily place the springs from each of the four Cams(reference 1 in figure below) on the overhang as shown below.



Step 3: Open the Paper Feed Guide Assembly (rear cover) and rotate the PF Roller to the front side.



Step 4: Rotate the PF Roller until the Lift Cam Assembly reaches the home position.



HOME POSITION

Step 5: Reposition springs to original location, reassemble the unit, attach the power cord and perform a test print.